



MAINTENANCE SUPPORT ADMINISTRATOR

JC: 000001

PG: AFD

BU: 31 (AFSCME)

FLSA: Exempt

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Oversees, coordinates, schedules, and participates in scheduling and planning for wayside access required during non-revenue hours. Oversees maintenance trouble reporting activities by insuring all trouble tickets are entered, responded to and cleared, researching and reporting on open tickets; performs analytical support for the development and implementation of maintenance software changes and enhancements; implementation and interpretation of policies and procedures; long and short term planning; coordinates access requests with other departments; requires scheduling necessary support from maintenance divisions to ensure safety of wayside work requirements; performs related duties as assigned.

CLASS CHARACTERISTICS

This position class coordinates and schedules various non-revenue track access requirements necessary for maintenance, contractor, safety, or operational needs. This position class oversees scheduling access to the right of way, develops, plans and reports on the assigned maintenance software tracking program for the Maintenance and Engineering Department. The incumbent coordinates with and will be supported by staff from various divisions and departments, including, but not limited to Transportation, Maintenance and Engineering, Transit System Development and Safety. A significant portion of the work is accomplished through interaction with other departments.

REPORTS TO

This position reports to the Manager of Maintenance Administration.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Conducts weekly track allocation scheduling meeting; works with supporting maintenance and operational staff in recommending or requiring of safety barriers such as safe clearance, route prohibits, etc.
2. Participates in wayside access planning meetings with Maintenance, Engineering, and other departments as necessary to help plan and coordinate future wayside access to meet project goals and maintenance requirements.
3. Utilizes department maintenance tracking system software to assign trouble tickets to maintenance divisions and enters data into the computerized system.
4. Represents Maintenance and Engineering in scheduling, maintenance and contract, and support

activities.

5. Reports on maintenance trouble ticket progress, history, and outstanding issues.
6. Researches outstanding trouble tickets for resolution with maintenance departments, notifies maintenance departments of repeat or long term maintenance issues.
7. Directs, reviews and oversees publication and distribution of weekly Track Allocation Schedule.
8. Monitors industry standards; evaluates impacts upon District's operations; develops and implements practice and procedural improvements.
9. Prepares a variety of complex administrative, operational and analytical duties in support of department or division activities; coordinates project activities with District departments and divisions.
10. Participates in special projects including research of new programs and services; budget analysis and preparation and feasibility analysis; prepares and presents reports.
11. Prepares and presents staff reports and other necessary documentation and provides the Division/Department support responsibilities for various task forces and committees.

QUALIFICATIONS

Knowledge of:

- Operations and services of a track and wayside maintenance program.
- Principles and practices of routine track and wayside equipment maintenance.
- Methods, materials, tools and equipment used in the maintenance of tracks, wayside equipment and power supply and controls.
- Rules and restrictions of wayside access.
- Principles, practices, methods and techniques of report preparation.
- Rules and regulations for train and non-revenue vehicles routing and movement control procedures.
- Principles and procedures of record keeping.
- Related Federal, State and local codes and regulations.

Skill in:

- Assessing various maintenance problems, analyzing scope of repairs needed and electronically notifying the appropriate maintenance division.
- Planning, identifying, and interpreting future needs and constraints necessary for ongoing wayside track access.
- Interpreting, analyzing and applying Federal, State and Local policies, laws and regulations.
- Performing complex analytical duties.
- Maintaining accurate records and files.
- Working independently in the absence of supervision.
- Communicating clearly and concisely both orally and in writing.
- Scheduling, coordinating and prioritizing maintenance, operations, and contractor wayside

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activity.

- Using a variety of software to perform scheduling, tracking, analyzing and reporting.
- Participating in the development and administration of division goals, objectives and procedures.
- Preparing clear and concise maintenance reports.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

MINIMUM QUALIFICATIONS:

Education

Possession of a high school diploma, GED, or recognized equivalent. A Bachelor's degree in business or public administration, or a closely related field from an accredited college or university is preferred.

Experience

Four (4) years of (full-time equivalent) verifiable experience in operations maintenance or in wayside access planning and track allocation scheduling, which must have included as least one (1) year of supervisory experience.

Other Requirements

Must possess a valid California driver's license and have a satisfactory driving record.

WORKING CONDITIONS

Environmental Conditions

Office environment; exposure to computer screens; field/station environment; may be subjected to inclement weather conditions.

Physical Conditions

May require maintaining physical condition necessary for sitting, walking, or standing for prolonged periods of time; driving a vehicle and walking around station environments and facilities.

BART EEO-1 Job Group: 3500 – Professionals
Census Code: 0740 – Business Operation Specialists
Safety Sensitive: No

CLASSIFICATION HISTORY

Created : January 2007
Reviewed: March 2023